



Resident and Business Feedback Survey Results

Business and Resident Focus Groups June 13th, 2019

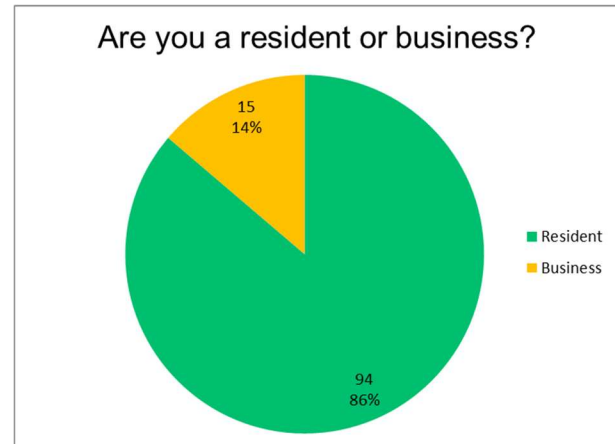
Business Group 4:00pm - 5:30pm Resident Group 6:00pm to 7:30pm

110 Total Responses

Question 1 – **Name (not presented)**

Question 2 -**Resident or Business**

Answer Choices	Responses	
Resident	86.24%	94
Business	13.76%	15
Answered		109
Skipped		1



Question 3 – If business, what is the name of your organization?

1. butler tv
2. Briggsway Property llc
3. Mid-City Corp.
4. Law Offices of Sarah A Ponath LLC, Rally Cap Investments
5. smoke stacks inc
6. armstrong enterprises
7. Nā Hale Studios... I am also a resident
8. LCS Lawn & Tree Service Inc
9. Kelbe Bros.Equip
10. FLOOR360

Business Focus Group

Introductions

Name - Role / Organization

What's your relationship / last interaction with the Village of Butler Staff?

1. Dani – softball dues, dance
2. Maleha – Studios, Court date had a good experience, Front desk experience has always been great
3. Takisha – Don't get any info from the Village, would like to get information on seniors
4. Michelle – Own buildings in the Village, owns Yarn junking, it's a social group
5. Walt – owns the building across the street and Farmers Insurance, Board pay ¼ly parking, would like to see more Communication
6. Mima – owner of Mima's Gourmet cakes – sign statutes has had an impact on her

Resident Focus Group

Introductions

Name - Role / Organization

What's your relationship / last interaction with the Village of Butler Staff?

1. Maleha-Business owner and Resident. Good relationship and interactions with the Village
2. Kathy – been in the village 49 years - active in Village/Library and Poll worker. Very involved and have good relationship with the Village
3. Teri - 20 years in Village - Village Board and Library. Kayla is very responsive
4. Carol -38 years – Village Board and Library. National Night Out
5. Rick - 65 years - 33 year Village Board – National Night Out



DPW and Police Department

1. DPW and Police Dept. Also, Butler's location which provides easy access to the freeway and neighboring communities.
2. The police presence is very good. Presence equals crime prevention. Your DPW is outstanding.
3. We have an excellent public works department. Work is done very well and efficiently.
4. Our Police Department seems to be doing a very good job.
5. It's quiet. Public works does an amazing job cleaning up snow in the winter
6. DPW was great this past winter and was out in the bitter cold fixing a water main break, their hard work is appreciated.
7. Well-organized, well-maintained, strong communication of upcoming events, great public works department
8. Routine police presence
9. Police and fire department. I feel safe!
10. Police!! Clean streets and park. Community feel. Library. Friendly people.
11. The DPW staff does a fantastic job all year. The police department does a great job patrolling the village.
12. Public works, Fire and Police
13. I love the police and fire department. Love the park
14. Police - they do a wonderful job protecting our village. DPW - always out there working hard, no matter the weather. Library - a great gathering place with friendly staff to assist. All of the above employees are appreciated very much.
15. The department of public works is exceptional. The police department is wonderful. I haven't had much interaction with the fire department but I think their response times are slow and they try really hard but a volunteer department can't afford the staffing, training or equipment.
16. Keep it clean and the DPW is always out and about.
17. The DPW does a great job keeping the village looking good.
18. All of staff in office, to police and fire department have been great. Very friendly. Very happy with.
19. Very friendly at Village Hall and the police department. The public works work hard and make our village look great. Love our library, too!
20. I like knowing my neighbors. We have an excellent Fire Dept., Police Dept. and DPW.

1. Small town atmosphere. Lots of family and kids activities throughout the year.
2. Village atmosphere
3. I love the small town feel and the great team of first responders.
4. I know my neighbors, I can walk to many places.....library, post office, my job, Church, get my hair cut, Village Hall to pay bills and vote, my pets' vet, the park, Butler Auto Care, a restaurant. I feel safe here.
5. Great small community, friendly, safe.
6. Small town homey atmosphere
7. Small town feel. Great police protection. Accessible officials. Long term road improvements. A friendly, diligent and hardworking Dept of Public Works. Really nice public areas at Frontier Park. A great library with good resources and friendly staff.
8. Great small town with awesome police.
9. Sense of community. There is always improvement for the betterment of residence and businesses.
10. Small town, and small town feel. Very close to Milwaukee and freeway.





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11. Small town feel
12. I like that there is a close community feel. I love the park updates and that the neighborhoods are fairly quiet and well maintained. The couple new business on main street are great. The library services and events bring the community together well.
13. I love the neighborhood feel. The park, the library, the Clarke House, The police department, National Night Out, The best public works department .especially after this last winter. the downtown is improving. I lived here for 48 years. I love the Village/
14. The small town flavor. The fact that all services are provided by the Village.
15. Butler is a small community that has held up in a prospering area. They look out for the people of the community.
16. It's a quaint village with beautiful tree lined streets with a safe feeling small town friendliness. Love that our snow is plowed so quickly. Very fast police and fire services responses.
17. It's a small, safe community. Good police and fire departments.
18. Small Village, Hometown feel, hometown loyalty.

Culture

1. Quiet and peaceful. Wonderful park, library and police force
2. Quaint, relatively quiet, close to highway, shopping, schools, churches
3. Quiet, small, we have our own fire and police forces, Frontier park
4. It's quiet. The boys plow snow well.
5. I think that the village of Butler is fine. Nice place to live.
6. friendly, affordable, common sense, clean, wise, and look out for each other.
7. I appreciate some of the kindness that we have witnessed since moving here. We've had neighbors help us with snow removal, police officers wave as they drive by, the library has great programs and activities for all different ages and interests
8. Great community of people. Neighbors know each other.

Government

1. They listen to the people
2. I like that the administration has gone the extra mile to bring the village finances to good standing. Great job!
3. Thank you for making improvements to the community building. Looks beautiful!
4. Friendliness of village staff
5. The administration is very good at providing information and important Village news and announcements. Staff is accessible and timely with response to questions and requests for information.
6. I like the ease of getting to someone to answer questions.
7. they are anti business do not follow through they need the money parking meters were to be removed when the lots were pd for 300 k were pd for 20 yrs ago we need the money too

Location

1. The location of the village is convenient to clients and relatively easy to find. Not over crowded with shopping malls/strip malls and apartment complexes.
2. how close it is to the city.
3. I like that the housing is affordable and is close to the "city"

Frontier Park

1. Frontier park is very nice.
2. Frontier park and nature walk along river. Hampton and flowers, flags, Christmas lights. Maintenance crew.
3. I really like the updates that were done at Frontier Park. The library is also great and family friendly. The Hotrods on Hampton is always a great event too, and I'm glad that the village supports it and continues to have it.

Recreation

1. Biannual parades
2. We have not had much experience with the Village. We have only lived here for a year and a half. The Fourth of July parade was nice.

School District

1. We are a part of Hamilton Sussex school district.
2. I like the school district



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Other

1. Maintenance crew/plowing/park grounds/etc
2. I own a home that has had 5 generations in it, it was my grandmother home, then my mother's home, now my home, my children grew up in Butler and are now grown and live in Waukesha County and I have a beautiful granddaughter that visits and stays overnight here with us. I feel safe here, the police help keep Butler safe.
3. Keep the streets clean and safe.
4. I really like the park and the trails that are available
5. We do a good job keeping Butler safe and not letting the Milwaukee problems pour over here.
6. They allow the older generation to have valuable input and relevance
7. Fire and rescue response

BUSINESS FOCUS GROUP

Write down the top 3 things that you LIKE about the Village of Butler (products and services)?

Small Town

1. Small town / home feel (10)
2. Small town easy to get to
3. Small community

Safe

1. Safe for families (4)
2. Safe
3. Don't need to lock doors

Potential for Growth

1. Growth Potential— has strong potential (4)
2. Potential for Growth for artists (growth)
3. Potential growth opportunities
4. Opportunity for growth

Family Oriented

1. Family oriented

Low Cost

1. Low cost

Location

1. Location close to home, highway
2. Location / close to highway and home
3. Convenience

Community

1. Business neighbors – work together
2. Senior community – need connections
3. My business neighbors
4. Senior community
5. Stay in community – first time home buyers
6. Demographics – history
7. Give me a chance (for my business to succeed)

Police and Fire

8. Police & fire department
9. Police department very responsive – great public works

Other

1. Stability
2. Main street / traffic
3. Bank for business chase

RESIDENT FOCUS GROUP

Write down the top 3 things that you LIKE about the Village of Butler (products and services)?

1. Safe community - excellent police and fire (4)

- Run to police
- Walkable

2. Small town feel (2)

6. Affordable - start here and stay
7. Friendly - "front porch on walk"
8. Neighborhoods, check on you, help
9. Look out for everyone

10. Location and cost / safe

11. Menomonee falls superb
12. Clean - public works - streets - parks
13. Great services at reasonable costs

- Brush pick up

14. Quiet - streets roll up

Individual post it's

1. Safe community (4)
2. Small town feel (2)
3. Friendly
4. Walkable/ safe
5. Great services at low cost
6. Neighborhoods
7. Clean
8. Countryside prime location convenient -Brookfield, Menomonee falls, highway, tosa, Milwaukee
9. Quiet village
10. Affordable housing
11. People/businesses



Property Maintenance

1. Certain residential properties that are allowed to be run down and in disrepair and therefore detract from other homes. Similar for some businesses. Also, the downtown business district is not as vibrant and appealing as it could be.
2. The lack of ordinance enforcement when it comes to property maintenance. Some properties look like they belong in the inner city. The excuse that the village cannot do anything about it is wrong and inexcusable. If after a property owner ignores an order to bring a property into compliance, the village attorney should file a civil action against the owner in circuit court. If non-compliance continues, the judge can hold the property owner in contempt. Besides being unsightly, it's a public health issue as several properties harbor rats among other rodents.
3. The growing number of unkept properties, both business and residential. Lawns not mowed, overgrown shrubs/bushes, junk in yards, trash cans visible and homes needing paint/repairs.
4. Don't think you have much control over it, but just wish people and businesses would take better care of their exterior homes/businesses. Make look more presentable.
5. Lack of property maintenance enforcement
6. I shouldn't have to complain about an ordinance violations like unshoveled sidewalks and giant weeds for action to be taken. There has been a sofa sitting along Hampton Ave. for weeks.
7. Letting people use they there yards as junkyards



1. Influx of criminal activity from Milwaukee. It's scary to read about the arrests our officers make
2. Aging main street, drug activity/arrests
3. I wish there was less speeding in our community, especially on the streets where our kids walk to the bus stops, ride their bikes, etc. Some residents are to blame but UPS, Amazon, USPS and FedEx go extremely fast as well.
4. The criminal element is invading our safe village from the outside
5. Drug dealers/drug presence
6. There are very obviously drug houses scattered in the village. Families that don't like to sit outside because of what is happening in their own backyard. Its very sad.

1. I don't like how inconvenient it is for us to get rid of yard waste that aren't just leaves. We have also had issues with getting parking tickets when we have a permit even though you have the vehicles information on file as having a permit.
2. They don't trim trees that are technically property of the Village like they used to seasonally. Dead branches are constantly falling onto my property and the overgrowth is reaching our home. Even after multiple phone calls no one comes...
3. Added fee for yard waste collection, restrictions on yard fencing, people not obeying speed limits in residential areas
4. Fighting about snow plowing.
5. Garbage services. Too pricey when you need a dump.
6. Parking rules during non winter hours.

1. Not much going on in the community. Was surprised the library was so big compared to some of the other buildings. Seems to be empty a lot.
2. I wish there was a rec department with classes for children especially. We have to pay non resident fees if we put our kids in the Sussex or MF or Milw rec classes. I think continuing to add better businesses to main street and encouraging



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residents to support those businesses will help Butler look more attractive to outside people. Right now many of the businesses are old or empty and look in bad shape from the outside. It doesn't give Butler a very attractive look to those who drive through.

3. Not enough for pre-teens to do.
4. The lack of getting to know your new neighbor events.
5. And getting information about butler events out is still old school .

Lack of business

1. I feel bad that we have lost businesses over the years...the pharmacy, Sentry Food Store, the dry cleaners, George Webb, Arriba, etc.
2. The lack of convenient businesses in the village. We don't need any more bars or gas stations.
3. I don't like that there aren't any real new businesses. They seem to be the same . Nothing to get someone to drive to Butler because it's so awesome
4. Lack of medical clinic, grocery store, village camaraderie. There is no support between the business's and the chamber. Is there a business chamber? Notifications are slow at best. Don't need another gas station! Better control of the speeding on the streets (Hampton Ave) Speeding past the police station at greater the posted limits is pretty embarrassing. Antiquated broken (most of the time) parking meters. If you are going to have parking meters make it convenient with a newer version that takes debit cards / credit cards or get rid of them all together.

Hampton Ave.

1. So many apartments along Hampton Ave. means a number of temporary residents, who aren't easy to engage in village activities. A noticeable number of homes look run down. I don't know if that means absent landlords or not. The business strip along Hampton also looks run down. I don't think these are things that the Village can do something about directly, but they are things that bother me about Butler. Not enough involvement from residents in activities and events that impact quality of life.
2. Downtown Hampton Ave. vacant buildings and lots. Especially the old Sentry. Gas station and "smoke" shops bringing in the wrong type of people. Oh, and my taxes are way too high.
3. Hampton looks run down in certain areas.
4. Lack of appeal along Hampton avenue. Does not look attractive and look very out of date. How many cars pass through Butler and how many stop at a Butler business? Does not include the gas stations. No promotion of Butler to surrounding areas....

Parking Meters

1. Parking meters, lack of business on Hampton Ave.
2. Parking meters; 7 days til 7pm--- many broken. Deter people walking store to store.
3. village will not listen to business people at all only plug those meters we need the money

Location

1. How close it is to Milw. and is often compared to white trash West Allis
2. Location to Milwaukee. Nothing anyone can do about that.
3. A lot of traffic from Milwaukee coming through Butler

Government

1. Kayla the Administrator thinks she runs the village. She doesn't even live in the village. Our elderly president is out of touch with the future of the village.
2. I would like to see the village board and on up, support our resources more. I've even heard that some would prefer to dissolve the library - very sad that they don't support our own community. Libraries are high on the list of what people want when looking to move into a new community. So don't screw with a good thing.
3. Small Village politics, you can't change anything, no long term plans for the future. At least non until recently.

Communication

1. Trying to gain the information needed to get a permit to have a concrete patio poured was a run around. The village told me to contact the inspector, the inspector told me to contact the village. On that note, we applied to install a driveway at our old house and were denied, new owner has one. Did the laws change in a few year period?
2. Asked to have a dead tree on village property cut down as it feet away from our house numerous times. Village came and cut three trees down, none of which were the correct tree and they were not in nearly in as bad of shape. Several contacts were made with DPW and the tree still stands. They even told me it was on their radar from whomever does the inspections for the village.



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Police Department

1. Police department does a great job getting people passing through the village on Hampton to slow down. But we lack enforcement on our 'side streets.' Would love to see enforcement of basic traffic laws- rolling stop signs, speeding etc on our non-main roads, even if it means pulling residents over.
2. I dislike the lack of police department presence on patrol. I hardly see squad cars out patrol, they are almost always just parked at the station. I would like to see the village more pro public safety and look into getting more full time fire department employees. Or explorer if there are cost savings by merging with a larger department for coverage like Brookfield or Menomonee Falls. I think with the amount of elderly people residing in the village, there should be more staffing to support the potential amount of rescue calls.

Other

1. High taxes
2. the lower diamonds at frontier park
3. Stuck in little village line of thinking, rules for businesses.
4. Nothing really love this community
5. How some residents push the rules
6. Seems to be the same group of people/families who lead everything and they have been in charge for too long. When someone new steps up they don't have a chance because everyone is a part of the clan and votes to keep those same people in place. We need new blood and new ideas. The downtown area simply dies at night. Property values South of Hampton are significantly lower than the other side when separated by less than a half mile.
7. The height of the fence restriction, composite fencing is too tall for the restrictions.
8. Too many to list. Call my cell number 4147580620 after 6 PM. If during normal business hours I may not respond. Leave a call back number and will respond within the hour.

BUSINESS FOCUS GROUP

Write down the top 3 things that you DISLIKE about the Village of Butler (products and services)?

1. No chamber of commerce

Communication

1. Lack of communication – knowing of what's going on
 - o Want to be in the know
 - o Communication to business
 - o Caboose – even if we advertise, we don't get it (2)
 - o "I think if they repaved Hampton Avenue I wouldn't know" until the barrels were out"
2. We don't have a Community events sign when entering the Village
3. How can we communicate more effectively?
 - o Strong comm-have strong businesses
 - o Invest in businesses

Programs for Kids

1. Lack of programming for kids
 - o How do we get kids together?

Meters

1. Meters – there a lot of confusion
2. What is \$ parking used for
 - o Street parking and in front of bank
 - o We'd pay \$100 / month to not have to deal with the parking and coins

Change

1. Push back on changes
2. Do things diff (parade on 127th street instead of 126)

Code and Enforcement

1. Consistency/continuity with sign regulation
2. More proactive w/codes
 - o Petty
 - o Guide us / help us when are starting up
 - o Support businesses

Being More Welcoming / Inclusive

1. Outsider us vs. them
2. I just gotta get a chance to meet people
3. Being more welcoming for new businesses
4. Inclusiveness
5. How do we get to know each other
 - o Do residents know the businesses in the Village?
 - o Feel more of it

Other

1. Vacant buildings
2. Needs grocery store
3. Vol fire dept – pay them?
4. Great neighborhoods
5. Houses and buildings should not be vacant

Business Individual post it's

Parking Meters

1. Parking meters
2. Parking meters
3. Parking in general
 - o Lack of meters

Chamber of Commerce

1. No chamber of commerce
2. No Chamber of commerce



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- Communicate / meet other owners
- 3. Issues with opening business
- 4. Leadership – who are they? Are they business owners? How do they support business?
- 5. We need more small town support
- Communication
- 6. Lack of communication – possible sign coming into Butler
- 7. Lack of communication
 - Communication of event's happening
 - Caboose
 - Mail
 - Email my assist
- Other
- 8. Vacant buildings
- 9. Lack of programs (children & senior involvement)
- 10. Consistency
- 11. Continuity
- 12. Volunteer fire department
- 13. In the past major pushback of change
- 14. Us vs them
 - Politics
 - Minority
 - New business

RESIDENT FOCUS GROUP

Write down the top 3 things that you **DISLIKE** about the Village of Butler (products and services)? Gossip

1. Village "gossip" gets out of hand
2. Politics - Gossip
3. Willing to sling mud but not willing to help
4. People are willing to bash local
 - Represent younger, more diverse, new generation
 - Longer-term residence
5. Storage building on Hampton in prime location
6. Run-down properties
7. Unkept yards (pool w/o water)
8. People don't get involved
9. Communication - are good for internet but not other forms
10. Why aren't people moving downtown?
11. Engage with community - Prog.

Resident Individual post it's

1. Village gossip
2. People who don't get involved but complain
3. Villagers that complain but don't get involved
4. Community involvement/complaining
5. Empty storefronts used as storage
6. Lack of children's programs
7. Parking meters
8. Slow code enforcement rundown properties
9. Unkept yards
10. Those who don't follow the rules
11. Politics support from village
12. Communication to those without internet

Question 6 - What is one or two things the Village can do to IMPROVE?

Recreation

1. Park and Rec programs for kids.
2. Would like to see the village offer more opportunities to get out into the community. Such as farmers market, block party or beer garden.
3. Make the village more millennial friendly - beer garden on the weekends etc
4. Since we don't have a recreation dept., the Village should've found one that would accept us into their programs as residents by now
5. Offer more activities at the Community Center
6. Fund raise for the July 4th parade so we could have more units.
7. Maybe a Butler App for events and info??
8. Support and fund summer recreation programs to keep parents and kids engaged in Butler
9. Revive kids programs park n rec, focus on building active and united community
10. Adult programs at the park such as yoga or other exercise classes - not for free but available
11. community events
12. We have alot of children in town, how about bring back the rec program. Keeps kid busy during the summer, even if it was only 2 days a week.
13. Build a rec department or team up with another rec department if we are too small to have our own.
14. Continue efforts in the park. Updating basketball tennis, maybe add another for like four square or kids activities



1. Improve the downtown business district to attract more foot traffic and people from outside Butler to come and shop and spend time.
2. attract good businesses
3. Promote the village to prospective business owners/buyers to set up shop here
4. Business incentives for owners to rent storefronts here.
5. Get better businesses here. The food scene is so sad.
6. Embrace its businesses, its potential, its community and talents
7. Add more restaurant business
8. Would like to see upgrades to the businesses within the village.
9. Do something to encourage new respectable business to come into the village.
10. market the village to start-up company

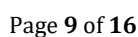
1. Enforce village codes thereby improving the looks of the village
2. Cleanup code violations. Improve the looks of community
3. Strictly enforce code concerning property maintenance
4. Give out code violation fines faster
5. better code enforcement
6. relax some building codes on certain things
7. Better enforcement of village codes regarding property maintenance.
8. There are code violations throughout the village

1. Expand nature trail along river
2. fix the roads!!!!
3. Continue working on the roads
4. Roads (6)
5. Fix the roads (2)
6. Probably the roads, But I also know that there is a plan for improving them.
7. Improve roadways

1. police patrol more with the vehicle being seen in Butler
2. I would like to see additional patrols from the police department. Making their presence known in the neighborhoods for speeders and stop sign violations.
3. Increase police presence and patrol even more! Crack down on loitering and speeding.
4. Cut down on the night crime
5. Keep funding a full police force. We need this because we are so close to Hwy 45, which means we're close to a corridor for moving drugs.
6. Some Women on the police force would be a nice change.

1. Traffic lights on 127th & Arden
2. Increase speed limit to 30 on 124 street and Hampton Road.
3. Add stop sign just south of the park on 127 th street!!!!
4. Put in more 4 way stops. 127th and Lancaster would help. It is quite dangerous and we have a bus stop there.
5. either make residential cross streets 4 way stops or have a height restriction on scrub height on the corner lots.

1. Improve building faces to make the village look more updated
2. Actually hold people accountable for how crappy their property looks, landlords should be fined if it's a rental.
3. Require vacant or eyesore storefronts to look beautiful. Such as the old Focus credit union storefront that looks disgusting





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Costs and taxes

1. Figure out water bills. Way overpriced.
2. Find ways to reduce costs
3. Keep the property taxes low
4. Lower taxes and water bills

Services

1. Better maintain the path by the river
2. Better yard waste pick up
3. We need a recycling service that comes weekly not bi-weekly
4. Keep planting trees to replace those that have died or look close to dying.

Chamber of Commerce

1. The village needs to support a chamber of commerce here in Butler. In order for the chamber to work, you need the right people on the team. They NEVER got the right people on the team. It's important to get folks there that know what they are doing
2. Reinvigorate the Butler Chamber of Commerce OR
3. Merge the Chamber with another area chamber of commerce
4. With the right chamber team, they can invite more nonindustrial businesses to Butler that will attract people from outside the village.

Communication

1. Notifications being sent before meetings so people can attend, not after telling what is going to happen.
2. Communication between Village Hall & Business's (I'd say chamber but I don't think there is one any more)
3. Communication

Road Safety

1. The way cars SPEED down the side streets
2. There is lots of speeding through residential streets, I wish there was a way to alleviate some of that.
3. slow traffic down on Hampton Ave

Drug safety

1. Focus lots on the drug issues.
2. Stop drug activity

Other

1. Look at merging with Menomonee Falls.
2. park improvements
3. Better control of Skateland
4. Wifi down by the park and event center. Maybe join the video camera programs that help out law enforcement
5. Try to attract more softball teams to use our beautiful baseball diamonds.
6. Lobby AT&T or another company to bring fiber to the village
7. More efficient parking permit system
8. Utilize Frontier Park in greater measure.
9. Acknowledge that the status quo is not a long term solution.
10. Dogs not allowed in village hall that is NOT A SERVICE DOG!
11. Put a restaurant on the old Sentry lot.
12. Ensure funding for the library at a level that allows for improvements and retention of staff
13. Remove Gin Marvin from the village fb page
14. fix up the lower diamonds, the bleachers and the dugouts
15. Be more open minded
16. include residents more when making decisions like remodeling community building
17. Fill the empty stores.



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BUSINESS FOCUS GROUP

Write down the top 2 things the Village of Butler can do to improve?

1. People being open to new ideas
2. Jazz in the park
3. Neighborhood façade grants
 - o Village holds a short meeting introducing the façade grants
4. Streamline new business welcoming
 - o Inspector was not kind to us
 - o Exp. Errors that could have been avoided
5. Chamber
6. Buy from business day Sat
7. Comm "newspaper" ? Caboose
8. Village is awesome and residents support and buy local
9. People do not sling bad stuff

Individual post it's

Programs and Events

1. Street festivals
2. Larger park & rec / activities
 - o Business bases as well
3. Park & rec improvement model

Parking

1. Parking free & lot
2. Parking meters

Business Support

1. Chamber of commerce
2. Buy from your small business day
3. Help businesses develop / grants
4. Business facebook group
5. Nurture business & relationships incentives
6. More streamlines business welcome

Other

1. Community newspaper
2. Open to new ideas
 - o Willing to take a chance on something
3. Code enforcement
 - o Reasonable
 - o More strict
 - o Common sense
4. Community involvement
5. Leisure & volunteer led movement
6. Neighborhood cohesiveness

Business Individual post it's

1. Low cost safe family art friendly themes
2. Events – music in the park
3. Events – National night out
4. Parking
5. Kids park & rec
6. Support business

RESIDENT FOCUS GROUP

Write down the top 2 things the Village of Butler can do to improve? What would "Wow" you?

1. Recreation programs
 - o Loved going to park when I was young - best memory of life
2. Give more money for some programs
 - o Library programs (friends)
 - o Park and rec
3. Make Library alive again
4. Strengthen Events
 - o Frontier days - centennial celebration brought a lot of people - \$50k
 - o National night out
5. Parking meters
6. Code enforcement
 - o Catch them sooner
 - o No ownership
7. Village know businesses
 - o So many things here
 - o Kayla highlights local stores
 - o Support local business
 - o Business Open house
 - o Disconnect

Resident Individual post it's

1. Park and rec programs
2. Add more money to library activities and park and rec
3. Make library a hub again
4. Offer more community programs engagement
5. Community togetherness
7. Bridge the gap, age, ethnicity, business versus residence
8. Programs festivals events
6. Code enforcement voluntary first property maintenance
7. Frontier days
8. Wow – more volunteer than we need for village events

Question 7: If time, money, and/or resources were unlimited and you were king or queen for the day, what are the one or two things you would change about the Village of Butler?

Recreation

1. More community events
2. More community events
3. summer concerts on Fridays or Saturdays
4. Expand farmers market to not just Monday
5. Use community building during week in summer for a summer children's program.
6. Expand the playground with more family friendly equipment and amenities, including a splash pad.
7. Have a real recreational department for our children to participate in.

Resident and Business Feedback Survey Results

Business and Resident Focus Groups June 13th, 2019

Business Group 4:00pm - 5:30pm Resident Group 6:00pm to 7:30pm

8. Build more programs to enrich the community particularly environmental awareness and enrichment programs for all
9. Add rec programs for kids over the summer
10. Improve lower baseball diamonds
11. Close Hampton and throw a pig roast, beer and music party for residents. Catered , no volunteers needed.
12. Better farmers market! It would be wonderful to see a vast number of booths with fresh fruits and vegetables!.
13. Beer Garden. Community Garden. Update
14. More festivals in the summer to build a more fun community

Roads

1. Resurface all roads, update street lights to a more modern look throughout the village
2. I would pave all the streets.
3. Repave the streets and replace sewage drains much more quickly, like in one or two years not 10
4. Repave roads and replace old infrastructure
5. Roads
6. Fix sidewalks
7. Fix roads, add stop sign south of the park, Help residence with repairs to homes.
8. Improve the roads and water mains through the Village
9. Make sidewalks on ALL streets so the kids are safe when walking and playing

Facelift

1. I would replace all the infrastructure that is falling apart.
2. Downtown facelift
3. I'd give Hampton ave a facelift. Aesthetic improvements to storefronts.
4. Would give this place a major face lift. It's so our dated.
5. relocate the village hall
6. I would redevelop the downtown, rip down the old unusable/ buildings.
7. I would beautify Butler, make it pretty, and flowers and you know what a wonderful world it would be.
8. Seems to needs an update. Village appears antiquated.

Property Maintenance

1. Get every house new siding and windows
2. Give every home owner some weed killer to kill all of the ugly weeds in their yard. Then make a ordinance that all weeds of any kind are prohibited in the village.
3. Paint all the houses that look scruffy and unkempt.
4. Beautify the store fronts on 124th.
5. cleaning up the derelict buildings in the area and main street to make it more appealing or utilize those properties in a more beneficial way for the community
6. Clean up many yards and houses

Infrastructure

1. Build a new grocery store, restaurant, or something in the old Sentry lot.
2. Update main street, add more restaurants and a grocery store
3. move kwik trip where the other new gas station is
4. level Hampton Ave. and rebuild
5. Narrow 127th st by adding a sidewalk on both sides and adding bike lanes
6. Add a grocery store. Kwik trip is expensive

Budget and Income

1. raise the income level 30 percent
2. unlimited budget for all ;) But at least don't cut budgets, we all know everything gets more expensive every year.
3. Is a property reevaluation possible that could lower the school taxes for the village properties
4. My water bill. Almost \$400 is insane every quarter
5. Payoff all debt and give every family in the village \$10,000 just for living here





Resident and Business Feedback Survey Results

Business and Resident Focus Groups June 13th, 2019

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Pool/splash pad

1. Public pool.
2. I wish we had the resources to put in a pool similar to Hoyt Pool in Wauwatosa.
3. I would add a splash pad to the park YEARS ago. I know so many people that would come here just for that.
4. Splash pad/pool

Parking Meters

1. Replace the parking meters with electronic, POS meters OR
2. Fix the meters / parking
3. like to know where the parking meter account is listed on the books !
4. No charge for parking in Hampton with easy angled parking

Leadership

1. Administrator replaced and her dog. Do t rules/laws apply to everyone. Including her!
2. Find a way to make the village government more transparent
3. Elect/hire someone who does not use the term king or queen. We are not 1st graders.

Garbage Disposal

1. Get a dump
2. Change our garbage service back to Advanced Disposal.
3. Offer opportunities for free yard waste/bulk pick ups (once or twice a year)

Drug safety

1. Evict drug dealers
2. Evict the residents that buy from the butler drug dealers

Other

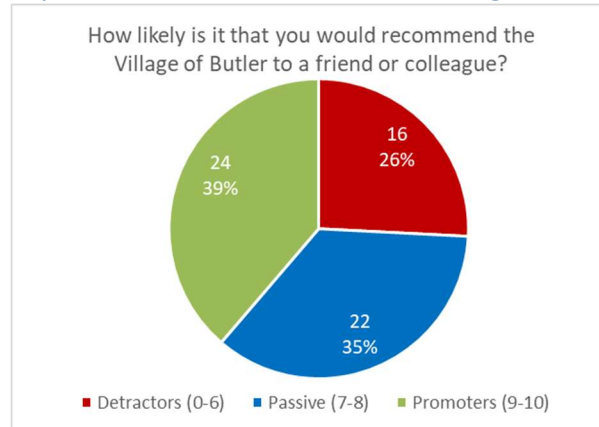
1. Make the "downtown" feel more like a real small town downtown with more going on to bring people into Butler.
2. Eliminate rental properties.
3. Add a full time 24/7 fire department, or partner with a local department. I think with the amount of elderly in the village, it is beneficial to have more fire department personnel to staff the rescue calls. I had heard that there may have been talk for merging with Menomonee Falls, which I think would be a great step.
4. Get a school
5. Put a sound barrier up along I41
6. Food truck rally so we could try new foods
7. We have a great library, a great library director. Would love to give her more hours and money for books and programs..
8. They waste money buying Cat equipment.
9. Cedarburg, bayview, riverwest..these are all community and culture hubs, I feel that butler is the future artistic cultural community hub of the northwest side
10. No more semis and dump trucks on Hampton
11. Put in a dog exercise park. I think it would be nice to have a place where they could go.
12. Adjust the allowed maximum time to more than an hour
13. Buy our neighbor's to the east of us house. So we don't have to smell the dog crap, and don't get woken up at 3am by a Saint Bernard's barking
14. take out the boulevard go back to angle parking over 80 plus spaces sell the 2 lots for apartments or what ever
15. In my dream world, I would move Butler away from Milwaukee, but then I woke up and realized that can't happen.

Resident and Business Feedback Survey Results

Business and Resident Focus Groups June 13th, 2019

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Question 8: How likely is it that you would recommend the Village of Butler to a friend or colleague?



Detractors (0-6)	Passive (7-8)	Promoters (9-10)	Net Promoter Score
25.81% 16	35.48% 22	38.71% 24	12.9
Answered			
Skipped			
			62
			48

Question 9: What are the top 3 projects the Village needs to focus on and complete in the next two years?

Roads

1. Roads (5)
2. Improve roads
3. our streets paved
4. Road resurfacing/ water main updates I'm guessing the village spends a lot of money of main breaks
5. Street repair
6. Fix the roads.
7. pave streets
8. Streets
9. Fix roads (side street pot holes)
10. Fixing roads
11. Finish roads/sewer project
12. Roads are decent but there are pot holes that need attention
13. streets are a constant thing to keep up with
14. Street where curbs meet over 4 inch difference.
15. Some road repairs
16. Repaving roads with potholes rather than patch
17. Some road work
18. Redoing the walking/biking paths in the park
19. 127th street repaving
20. Add a stop sign south of the park on 127th and eggart

Police Department

1. More speeding enforcement
2. have more police presence to prevent crime from coming in from Milwaukee and deter speeding.
3. Safety
4. Speeding
5. Drugs
6. Stopping the drugs





Resident and Business Feedback Survey Results

Business and Resident Focus Groups June 13th, 2019

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7. Crack down on speeding, blowing stop signs, and loitering.
8. Crack down on speeding
9. Video camera police programs with home owners
10. Work for additional staffing for the police department, as crime rates are going up.

Businesses

1. New business that don't promote "smoke" or liquor.
2. Bring better businesses to Butler
3. Encouraging more restaurants and small businesses to come to the village.
4. Attract people and businesses.
5. Incentives for new businesses
6. Attract new businesses throughout village
7. Addressing business needs
8. Improve marketing of the Village for new business startups

Property Maintenance

1. Property maintenance.
2. Clean up the 124th business properties
3. Fining people for horrendous property upkeep. Make them fix, remodel, whatever it takes to look decent.
4. Implement an ordinance on how much junk people have in their yards.
5. Enforcement of property maintenance
6. Get property owners to care about their properties, especially landlords

Infrastructure

1. Continue infrastructure upgrades.
2. Create more sidewalks
3. Upgrades to building facade mainly along Hampton and 124th
4. Updating Hampton Ave businesses to look newer
5. Frontier park upgrades
6. Develop empty lots.

Parking meters

1. parking meters must go
2. Decide what to do with parking meters - do we need them?
3. was on the original parking board the village disposed of all the records from our meetings back in the 1970s
4. lower diamonds parking lot

Services

1. DPW- trimming trees that are their responsibility
2. plowing our snow
3. The trees that are dying.
4. Improve yard waste removal

Pool/splash pad

1. Make the park unique. Splash pad would be a great start.
2. Splash pad at park
3. Build a pool or splash pad

Park

1. park updates, along with vacant land developments
2. Park (2)
3. Wifi at the park and event center

Fire Department

1. Fire and rescue
2. Ambulance replacement
3. Budgeting for additional fire department personel to get full time staffing, or merging with another agency

Watermains

1. Update watermains
2. Water mains continue to break on a regular basis. Very costly to repair.



Resident and Business Feedback Survey Results

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3. watermain relay

Other

1. Continue to support what we do have...like the library and Frontier Park.
2. Replace village administrator kyla with someone who actually lives in the village.
3. Offer some summer rec programs for kids
4. Explore ways to get business and residents on common ground.
5. fill empty stores
6. Cosmetic by industrial size
7. Create and maintain an accurate mailing list for village residents, so they can be contacted directly about important events. (Not just email)
8. Transform the library into a community hub
9. restructuring village processes
10. redevelopment
11. Getting new holiday lights for Hampton
12. Someone start working with Brookfield to get a decent business in that lot where sentry used to be. Just make sure it isn't another gas station. Or coffee shop. We get the point.
13. 100% Occupancy on Hampton ave
14. Let's not forget that the Village cannot do all the work. Residents and business leaders need to be involved to assist the village in setting their goals. Is this doable?
15. long term plan
16. Make kens 4 season's leave the area
17. Eliminate rental properties that are not in an apartment building. All rental properties should pay higher taxes than homeowners that live in their house
18. Assess the health of the cottonwood tree on 127th street. The tree effects use of neighboring properties, damage to air conditioners, car filters, pool filters and general nuisance.

BUSINESS FOCUS GROUP

Future State Vision. What is a one sentence vision of what you'd like to see for Butler? What would "wow" you?

Business Individual post it's

1. Diversity of residence and business.
2. We are at a crossroads and need to bridge the gap. The Village of Butler is at the forefront of:
 - a. Cultural
 - b. Ecology
 - c. Peace
 - d. Diplomacy
3. People interacting because they respect each other as individuals and businesses.
4. Neighbors all know each other
 - o Well attending actives
 - o Everyone looking out for each other
5. Togetherness
6. People stop in and say "hi I'm from Butler what do you do?"
7. Vibrant community programs
8. "Wow" business buildings full & thriving – Residents are supportive of local business
9. Parking meters and parking in general is solved
10. No vacant buildings
11. A parade on Hampton

RESIDENT FOCUS GROUP

What is a one sentence vision of what you'd like to see for Butler?

Resident Individual post It's

1. I would like to see activities and events that bring people out of their houses more. Younger generations are coming & need to know each other.
2. Rich, vibrant, engaging programs for kids.
3. Community
 - o Peace
 - o Diplomacy
 - o Ecology
 - o Strong future
4. Getting federal funds for infrastructure overall
5. King/Queen Day – Parties for residents to meet each other
6. Bridging the "gap" at the crossroads
7. A school plan
8. Code enforcement
9. Library improvements
10. Let villagers know what businesses are in town